

EMPLOYMENT SECURITY DEPARTMENT
STRATEGIC BUSINESS PLAN
PY 2004 & Biennium Plan 2005-2007

INDEX OF ACRONYMS
(ALPHABETICAL)

ABY	Alternate Base Year
ACSI	American Customer Satisfaction Index
AFRS	Agency Financial Reporting System (WA State)
ASD	Administrative Services Division
BARTS	Benefit, Audit, Reporting & Tracking System
BTQ	Benefits, Timeliness & Quality
CCPU	Central Claims Processing Unit
CICS	Customer Information Control System
CTED	Community, Trade & Economic Development
DCS	Division of Child Support
DIS	Department of Information Systems
DOL	Department of Labor (Federal)
DOP	Department of Personnel
DOR	Department of Revenue
DSHS	Department of Social & Health Services
DTO	District Tax Office
EA	Enterprise Architecture
e-JAS	Electronic – Jobs Automated System
E&T	Employment & Training
EPT	Electronic Processing Team (UI)
ESD	Employment Security Department
GA	General Administration (State)
GUIDE	General Unemployment Insurance Development Effort
HR	Human Resource
HRD	Human Resource Development

HRMS	Human Resource Management System
IRORA	Interstate Reciprocal Overpayment Recovery Agreement
IRS	Internal Revenue Service
ISB	Information Services Board
ITSD	Information Technology Services Division
JLARC	Joint Legislative Audit Review Committee
KSA	Knowledge, Skills & Abilities
L&I	Labor & Industries (State)
LMEA	Labor Market & Economic Analysis
MOU	Memorandum of Understanding
N/A	Not Applicable
.NET	Name for Microsoft Application (dot Net)
OFM	Office of Financial Management
OPR	Office of Policy & Research
OQOP	Office of Quality and Organizational Performance
OSPI	Office of the Superintendent of Public Instruction
PC	Personal Computer
P&I	Penalty & Interest
PM	Performance Measure
PMAS	Performance Management & Accountability System
PY	Program Year
QMR	Quarterly Management Review
RFP	Request For Proposal
RCW	Revised Code of Washington
SAP	Unknown (per ASD)
SBP	Strategic Business Plan

SBCTC	State Board of Community & Technical Colleges
SKIES	Service Knowledge & Information Exchange System
SLT	Senior Leadership Team
SSON	Single Source Of Numbers
TA	Trade Act
TAA	Trade Adjustment Assistance
TAXIS	Tax & Wage Information System
TBD	To Be Determined
WA	Washington (State)
WAC	Washington Administrative Code (State)
WAN	Wide Area Network
WDC	Workforce Development Council
WIA	Workforce Investment Act
WSOD	WorkSource Operations Division
WTECB	Workforce Training & Education Coordinating Board
UI	Unemployment Insurance